

We all have questions, queries and problems from time to time, here's how to get in touch with the experienced staff always around and always happy to help you.

During the day (Monday to Friday): Lauren and Elaine are here to help you with any questions, queries or problems that you may have. The Student Village Office is open:

- Monday 09.45 – 15.00
- Tuesday 10.45 – 16.00
- Wednesday 09.45 – 17.30
- Thursday 09.45 – 17.30
- Friday 09.30 – 17.30

If you, at any time, during office hours feel the need to contact us for any reason at all please feel free to pop over to the office or give us a call on 01202 961012. You can also email us on studentvillageteam@bournemouth.ac.uk

Out of office house (7 days a week): BU has a security team on call. They're located in the main Poole House reception. Should you need their assistance out of office hours you can call **01202 965001 (save this number)**. The security team have a very difficult job to do and we expect them to be treated with respect at all times.

The Maintenance Team: BU Estates will come and resolve any faults or repairs you might need during your time with us. Any maintenance/repair requests should be reported either in person to the Student Village Office or by email studentvillageteam@bournemouth.ac.uk. In an emergency outside of office hours, please contact Poole House reception on 01202 965001.

If you find yourself in an emergency situation you can call our main 24/7 **BU emergency line 01202962222**

ResLifeBU (Social, Wellbeing, Skills)

- **Your Welfare Co-ordinator:** If you find yourself feeling a bit down and could do with having a chat Rehan is here to help you and lives with you here in the Village in House 1, you can contact him by emailing studentvillage@bournemouth.ac.uk.
- **Your Resident Assistants:** These are current BU students who live in the Village. They are here to help you settle in, get to know each other and then have the best year possible through organising social events and activities. Your team all live in the Village and can be contacted through the [Res Life Facebook page](#). They'll be around soon to introduce themselves in the first week so if you don't know them yet you soon will.

Kind regards,

Lauren & Elaine (Residential Support Coordinators)